

SECRETARY II

GRADE: 12

FLSA: NON-EXEMPT

CHARACTERISTICS OF CLASS:

The Secretary II performs intermediate skilled clerical and responsible administrative work to assist the assigned division or department personnel in the performance of their duties and the accomplishment of the divisional/departmental goals and objectives. The work requires a reactive approach, supplying or seeking information on specialized matters. The work requires limited physical demands and may have limited mental effort and stress involved in meeting the needs of the supervisor as well as the public. The incumbent's work is directed, subject to general policy practices, procedures and supervisory review. The position is advisory offering general support to other personnel with moderate consequences.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Performs necessary secretarial duties including typing and filing and utilizing word processing and data processing equipment.
- Receives and sorts incoming correspondence.
- Prepares various specialty reports.
- Sorts and distributes outgoing correspondence.
- Answers telephone, interviews callers and tactfully answers requests and screens telephone calls.

- Attends commission or board meetings, and may take and transcribe minutes.
- Gathers source materials for the preparation of reports, articles, memoranda and other purposes.
- Prepares and types contracts, collects, receipts and accounts for fees.
- Makes and cancels appointments; relays messages and instructions to other employees in the name of the department head.
- Reviews and edits reports and other documents for discrepancies or incompleteness.
- Assists with liability, risk management and insurance programs.
- Maintains and submits time sheets.
- Maintains and monitors files and records and performs modifications as necessary.
- May supervise activities of others involved in performing secretarial/clerical activities of the office.
- Organizes specialty events.
- Processes forms and questionnaires as well as maintains records.
- Prepares requisitions for purchase of supplies and equipment.
- Updates staff appointments and calendars.
- Ensures confidentiality of records and correspondence.
- Performs all tasks in a safe manner.
- Performs other duties and tasks as directed.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience equivalent to graduation from high school, including or supplemented by courses in typing and clerical skills or basic business courses. From 2-3 years of experience in secretarial work is required. Must have word processing and data processing skills appropriate to the specific position.

Preferred Knowledge, Skills and Abilities:

- Knowledge of secretarial duties needed for support of division/department.
- Knowledge of division/department goals and policies.
- Skill in secretarial duties including word processing and data processing equipment.
- Ability to deal with the public and other employees courteously and tactfully, to elicit information effectively, and to convey concise accurate explanations of ordinances, policies, procedures and requirements.
- Ability to carry out, with limited supervision, continuing assignments requiring organizational skills.
- Ability to take and transcribe dictation by machine or shorthand is preferred.
- Ability to establish and maintain effective working relationships with other employees, and the general public.